

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In the application of** : Mannion, Liam  
**Serial No.** : 10/650,227  
**Filed** : August 28, 2003  
**For** : Improved Load Balancing in a Network of  
Call Centers  
**Examiner** : Nguyen, My Xuan  
**Art Unit** : 2617  
**Customer number** : 23644

RESPONSE TO FINAL OFFICE ACTION MAILED MARCH 25, 2008.

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action mailed March 25, 2008, applicant makes the following submission: